

CRUISE

Customer Requests: Upgraded Information Sharing Environment Frequently Asked Questions (FAQ's)

What is the CRUISE application?

CRUISE is a DGS/RESO web based electronic business application located at:
<http://www.applications.dgs.ca.gov/resd/cruise/common/login.asp>.

State agencies use CRUISE to submit requests for real estate services.
CRUISE replaces the paper Forms 9 and 29.

Would you please describe the flow of a CRUISE request?

Example: A business services officer (BSO) at EDD needs to renew a lease.

1. The BSO logs into the CRUISE website and selects the appropriate action.
2. By answering a series of questions the request takes shape.
3. If the BSO needs some help, he/she may forward edit control to some one else in EDD anywhere in the State.
4. That staff member completes their job (attaches an XL spreadsheet for example) and returns the edit control.
5. The BSO then gives edit control to their EDD delegated authority, whom either approves or disapproves the request and returns it to the BSO.
6. At each point where edit control is given to someone else, an instructional message may accompany the request.
7. These messages are private to EDD and not visible to RESD.
8. The BSO then sends the request (gives edit control) to the Customer Account Management Branch (CAMB).
9. The CAMB perform their business function and forwards the request to RESD/APE, then back to CAM.
10. From CAM the request goes to RESD Cost Engineering.
11. Cost Engineering forwards edit control to the appropriate RESD unit manager or supervisor.
12. The manager logs in and enters the names of the staff assigned to the project and the budgeted hours.
13. The request may be forwarded to anyone in RESD for appropriate assignments.
14. When all the assignments have been made, the CRUISE request is sent back to Cost Engineering.
15. Cost Engineering enters the data into the "key members" area of our ABMS system, and then clicks a "submit" button on the CRUISE request.

16. CRUISE performs an electronic sweep of the ABMS system, verifies the “key member” assignments and sends each key member an email that lets them know the project is active.

17. The customer (EDD) may track this progress through RESD and see the final staff and hour assignments.

We work for a State agency. How does our office sign up to use CRUISE?

Each Staff member will go to the CRUISE website to register as a Business Services Officer/Agency Representative (BSO/AR). Delegated Authorities (individuals who approve requests) are entered by DGS/RESD. The information required for signing up both types of users is at the end of this document.

With all this forwarding can the CRUISE request get lost?

The CRUISE request is not “moving” physically. It is created once by the client and maintained on the DGS servers. From inception to staff assignments the CRUISE request remains in one place and is accessed by allowing “edit control” of the request to pass from one person to another. The servers are backed up routinely.

CRUISE sends me email notifications frequently. What am I supposed to do?

The email notices you receive are indications that an action of some sort has occurred suggesting your attention. You may access the CRUISE request directly from your email (via an embedded hyperlink) and perform the task required. If you prefer to check CRUISE at a particular time of the day, and do so regularly by logging in, then simply delete the email. You will NOT delete a request by deleting the email. Just remember to check in each day.

How do I place the CRUISE icon on my computer desktop (so I don’t have to type in the address or go through an email link)?

Just [follow this procedure to place an icon on your computer desktop.](#)

- A. On the CRUISE homepage, locate your mouse arrow next to the sentence that says “Welcome to CRUISE”. (or in the vicinity)
- B. Click your RIGHT mouse button and a menu will appear. One of the choices on the menu will be “Create Shortcut”.
- C. Click on “Create Shortcut”. A box will appear that says “A shortcut to the current page will be placed on your desktop.” And beneath it two buttons “ok” and “cancel”.
- D. Select “ok” and a shortcut is now placed on your desktop. You may quickly access CRUISE by clicking the shortcut.

Even with the information I have received, I am still uncertain on how to operate CRUISE. What should I do?

Contact the Customer Account Management Branch (CAMB) at 376-1800.

We will help you on the phone and can arrange to meet with you individually or as a group at no charge.

Note, If at any time you are operating the CRUISE program and receive an error message, please contact the CAMB at the number above.

How do I remove a staff member from our Agency list if they are no longer working with us?

Provide the staff persons name to your Customer Account Manager and they will have them rendered inactive in CRUISE.

This Page: Information for RESD users only

My section of DGS/RESD do not, and never have used Form 9's or 29's. Does that mean we will not use CRUISE?

No. Modules in CRUISE have been created for all the types of services offered by RESD. Over the next months these additional modules will be released.

I work in the DGS/RESD. How do I access CRUISE?

1. Go to the homepage at

<http://www.applications.dgs.ca.gov/resd/cruise/common/login.asp>.

Staff in RESD, do NOT need to register on the homepage. You have been pre-registered as a service provider in CRUISE.

If it is your first time, simply click on the "Forgot your password?" feature beneath the log in area.

2. You will be prompted to enter your email address.

3. After doing so and clicking "submit" CRUISE will send you an email with your CRUISE generated password. This occurs in just a few moments.

4. Once you have logged into CRUISE with this CRUISE generated password you may select the "Change Password" option from the left menu bar and personalize your password.

Instructions for Staff member (not DGS staff) signup to CRUISE:

1. Go to the CRUISE website located at:

<http://www.applications.dgs.ca.gov/resd/cruise/common/login.asp>

2. At the bottom of the home page you will see:

If you are a Business Services Officer/Agency Representative (BSO/AR), you may "click here" create a new BSO/AR account.

3. You will then be prompted to type in and submit the information below.

The screenshot shows a Microsoft Internet Explorer browser window displaying the DGS RESD - CRUISE website. The browser's address bar shows the URL: <http://www.applications.dgs.ca.gov/resd/cruise/Common/profile.asp>. The website has a blue header with "California Home" and the date "Monday, November 21, 2005". Below the header is a banner with "Welcome to California" and a collage of California landmarks. The main content area is titled "CRUISE" and features a "New User Registration" section. The registration form includes fields for Email Address, First Name, Last Name, Title, Agency Name (a dropdown menu), Address 1, Address 2, City, State (a dropdown menu), Zip, Phone, and Fax. There are also fields for Password and Verify Password. A "Submit Registration" button and a "Reset" button are at the bottom of the form. A "Back to Top of Page" link is located below the form. The footer contains the copyright notice "© 2005 State of California. Conditions of Use Privacy Policy".

DGS RESD - CRUISE - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.applications.dgs.ca.gov/resd/cruise/Common/profile.asp> Go Links »

California Home Monday, November 21, 2005

Welcome to **California**

CRUISE

New User Registration

Please enter the following information.

Email Address *

First Name *

Last Name *

Title

Agency Name *-Select- *

Address 1 *

Address 2

City *

State CA

Zip *-

Phone *

Fax

Passwords must be at least 8 characters long, must not appear in e-mail address, must not be 'password', must not contain '12345678', must not contain '87654321' and may contain only letters and numbers.

Password *

Verify Password *

[Back to Top of Page](#)

© 2005 State of California. [Conditions of Use](#) [Privacy Policy](#)

Done Internet

Instructions for Delegated Authority signup to CRUISE:

Note, the delegated (approval) authorities for CRUISE are entered by DGS.

Please provide the following information to your Real Estate Services, Customer Account Manager:

- E-Mail Address
- First Name
- Last Name
- Title
- Agency Name
- Address
- City
- State
- Zip
- Phone
- Fax